



Health Screening Provider Form Frequently Asked Questions (FAQs)

Q. What is the Health Screening Provider Form?

A. The Health Screening Provider Form is new for the 2014-2015 DelaWELL Program Year. Participants now have the option of submitting their health values from a recent screening or visit with their health care provider, instead of attending a DelaWELL Health Screening. The form needs to be faxed to Summit Health. Summit Health will review the contents of the form to confirm it is complete and legible. If not, the form will not be processed. Complete and legible forms will be processed, and the data will be sent to Alere. Incentive eligible members who submit the Health Screening Provider Form will have the credit/activity point for the “Health Screening” component and “Healthy Values” (if applicable) count toward the DelaWELL Rewards requirement, just like attending a DelaWELL Health Screening would. Please call Alere at 1-866-674-9103 with questions about the form, including processing of the “Health Screening” activity point and your health values not showing up in the online Wellness Assessment or on the “My Healthy Values” page.

Q. Who can use the form?

A. Benefit eligible members (Employees, spouses, dependents over 18 years of age and state non-Medicare eligible pensioners) who are currently enrolled in a State of Delaware Group Health Plan (non-Medicare plan) can use the Health Screening Provider Form.

Q. Who is eligible for the DelaWELL Rewards (\$100 or \$200 cash incentive)?

A. Benefit eligible state, school district, charter school and higher education employees, as well as state-Non Medicare eligible pensioners, who are currently enrolled in a State of Delaware Group Health Plan can earn DelaWELL Rewards. Learn more about the DelaWELL Rewards, incentive eligibility and requirements at www.delawell.delaware.gov.

Q. How do I access and complete the form?

A. View and print the form by visiting www.delawell.delaware.gov and click on the “Health Screenings” link located on the left menu under Services. “Section 1 – Participant Information” on the form must be completed by the participant and “Section 2 – Body Measurements/ Biometrics Results” must be completed by the health care provider, physician or office staff. Any form submitted incomplete, inaccurate or not legible will be deemed invalid and not processed. The form must be faxed by the participant or health care provider/ office staff to Summit Health at (248) 864-4409. Only forms received between 7/1/2014 - 4/30/2015 will be accepted. Forms received after 4/30/2015 will not be processed. Please call Alere at 1-866-674-9103 with questions about the form, including processing of the “Health Screening” activity point and your health values not showing up in the online Wellness Assessment or on the “My Healthy Values” page.

Q. Which health care providers can complete “Section 2 - Body Measurements/ Biometrics Results” on the form?

A. Your health care provider who measures your biometric screening values may complete Section 2 and sign the form. The health care provider's office staff may also fill out the form, but the health care provider must provide his/her signature. Health care providers include your primary care physician (PCP), as well as a medical professional at a local convenience care clinic such as free standing facilities or clinics located in pharmacies, grocery stores or retail merchants, health clinics or community screening events.

Q. Who is Summit Health and how will my privacy be protected?

A. Summit Health is Alere's chosen provider of comprehensive wellness and health screening programs. The State of Delaware has partnered with Alere to provide these services to you. Individually identifiable health information provided on the form is protected by federal and state privacy laws including the Health Insurance Portability and Accountability Act (HIPAA). Please read the disclosure statement on the Health Screening Provider Form before signing it. The statement outlines how your information and health values will be used.

Q. Will I be compensated for any co-pays or any other out-of-pocket costs I might incur for having a screening completed at my doctor's/ health care provider's office?

A. No, participants will not be compensated for any co-pays or out-of-pocket costs associated with having their health screening at their doctor's/ health care provider's office.

Q. What screening dates will be accepted on the form?

A. Your health screening must have taken place between 7/1/2014 and 4/30/2015.

Q. Who can fax the form to Summit Health?

A. You or your health care provider/ office staff may fax the completed form to Summit Health at (248) 864-4409. We recommend you fax the completed form and keep a copy of the form and the confirmation page.

Q. What is the deadline to submit the form to Summit Health?

A. Your form must be received by Summit Health on or before 4/30/2015. Forms received after 4/30/2015 will not be accepted or processed.

Q. What happens after my form is faxed to Summit Health?

A. Summit Health will review the contents of the form to confirm it is complete and legible. If there is an issue with the form and it's unable to be processed, Summit Health will reach out to you (the participant) by phone (at the phone number listed on your form) to try and obtain the correct information in order to process the form. Complete and legible forms will be processed, and the data sent to Alere. Your screening values submitted on the Health Screening Provider Form will be automatically included in your online Wellness Assessment and your Health Screening activity point on the DelaWELL Health Portal will be posted about four weeks (20-25 business days) after your form is submitted. Your screening values submitted will determine your Healthy Values rewards. Check the "My Healthy Values" page on the DelaWELL Health Portal for your Healthy Values rewards status. You are not able to enter your own health values into the online Wellness Assessment, as Alere will do this automatically.

Q. Who should I call with questions about the form and processing?

A. Please call Alere at 1-866-674-9103 with questions about the form, including processing of the "Health Screening" activity point and your health values not showing up in the online Wellness Assessment or on the "My Healthy Values" page. If your form is not legible or has errors, Summit Health will reach out to you (the participant) by phone (at the phone number listed on your form) to try and obtain the correct information in order to process the form.

Q. When will the screening results be loaded into my online Wellness Assessment and the “My Healthy Values” page?

A. Your screening results provided on the form will be loaded into your Wellness Assessment and the “My Healthy Values” page about four weeks (20-25 business days) after your form is submitted. If this timeframe passes and your health values are still not showing, please call Alere at 1-866-674-9103. The “My Healthy Values” page will show green check marks for each criterion you meet. All four criteria must be met in order to earn the credit/ activity point for the Healthy Values component of the DelaWELL Gold Level Reward. The activity point for meeting Healthy Values criteria will be posted monthly.

Q. When will the “Health Screening” activity point show up on my health portal page for completing and submitting the Health Screening Provider Form?

A. The activity point for your completed health screening will show up on your health portal page about four weeks (20-25 business days) after your form is submitted. If this timeframe passes and your activity point is still not showing, please call Alere at 1-866-674-9103.

Q. Do I have to wait for my health screening values to be entered by Alere before I complete and submit my online Wellness Assessment?

A. You don't have to wait for your health screening values to be loaded in your online Wellness Assessment before submitting it. Simply, answer the estimate questions (*Ex. I don't know my blood pressure, but I have been told it's normal*) on the health values page of the assessment. The answers you provide to these estimate questions do not affect your wellness assessment score or activity point. After you answer the estimate questions and reach the last page of the assessment, click “Submit.” Once your health screening values are loaded for you by Alere (this typically takes four weeks (20-25 business days) after your form is submitted), you will receive an email from Alere with notification. When you log back in the DelaWELL Health Portal, your completed wellness assessment will be updated with a new wellness score and personalized report based on the health values uploaded. You'll also find new homepage recommendations to meet your needs. Choosing activities from these recommendations can help you take action to live healthier and feel better while also lowering your risk for certain chronic conditions.

Q. What if I didn't have a recent screening with my health care provider and/ or I would rather attend a DelaWELL Health Screening?

A. Eligible members may register for one of the scheduled DelaWELL Health Screenings instead of submitting the form. DelaWELL Health Screenings will be offered July 2014 – April 2015 at various times and locations throughout the state. View the screening calendar and learn how to register for an appointment by visiting www.delawell.delaware.gov.